



031504

13281 U.S. PTO

**HUNTON &
WILLIAMS**

March 15, 2004

INTELLECTUAL PROPERTY DEPARTMENT
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FILE NO: 47004.000280

17548 U.S. PTO
10/799712

031504

UTILITY PATENT APPLICATION TRANSMITTALAttorney Docket Number: **47004.000280**First Named Inventor: **Lizhi MA, et al.**Title: **SYSTEM AND METHOD OF INTELLIGENT CALL ROUTING FOR CROSS
SELL OFFER SELECTION BASED ON OPTIMIZATION PARAMETERS OR
ACCOUNT-LEVEL DATA**Customer No. **21967**TO: **MAIL STOP PATENT APPLICATION**
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Attached are the following for filing with the U.S. Patent and Trademark Office:

1. ☒ Fee Transmittal Form (original and duplicate)
2. ☐ Small Entity Status Claimed: ☐ Independent Inventor
☐ Small Business Concern
☐ Non-Profit Organization
☐ Statement Enclosed
☐ Statement Filed in Prior Application; Status Still Proper and Desired
3. ☒ Specification - Total Pages: 60 (Including Abstract)

MAIL STOP PATENT APPLICATION

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Page 2

CLAIMS AS FILED						
	Claims Filed	Basic Fee Claims	Extra	Rate		Amount
				Large Entity	Small Entity	
Total Claims	27	20	7	\$ 18.00	\$ 9.00	\$ 126.00
Independent Claims	8	3	5	\$ 86.00	\$ 43.00	\$ 430.00
First Presentation of Multiple Dependent Claims				\$ 290.00	\$ 145.00	\$ 0.00
BASIC FEE				\$ 770.00	\$ 385.00	\$ 770.00
TOTAL FILING FEE						\$1,326.00
Assignment Recordation Fee						\$ 0.00
TOTAL AMOUNT						\$ 1,326.00

4. ☒ Drawings - Total Sheets: 15 (Fig(s). 1-15)
5. Oath or Declaration - Total Pages: 4
- a. ☐ Newly executed (original or copy)
☒ New (unexecuted)
- b. ☐ Copy from a prior application
(for continuation/divisional with Box 18 completed)
- i. ☐ DELETION OF INVENTOR(s):
Signed statement attached deleting inventor(s) named in prior application.
6. ☒ Application Data Sheet
7. ☐ CD-ROM or CD-R in duplicate, large table or Microfiche Computer Program (Appendix)
8. ☐ Nucleotide and/or Amino Acid Sequence Submission (if applicable, all necessary)
- a. ☐ Computer Readable Form (CRF)
- b. ☐ Specification Sequence Listing on:
- i. ☐ CD-ROM or CD-R (two copies); or

MAIL STOP PATENT APPLICATION

March 15, 2004

Page 3

- ii. ☐ Paper Copy (identical to computer copy)
- c. ☐ Statements verifying identity of above copies
9. ☐ Assignee/Applicant: _____

- ☐ Assignment and Assignment Recordation Form Submitted Herewith
- ☐ Assignee of Record in Prior Application No. _____ :

recorded on _____ at Reel _____, Frame _____.
10. ☐ 37 C.F.R. 3.73(b) Statement ☐ Power of Attorney
11. ☐ English Translation Document (if applicable)
12. ☐ Information Disclosure Statement with PTO-1449 and References
- ☐ Copies of Information Disclosure Statement Citations
13. ☐ Preliminary Amendment
14. ☒ Return Receipt Postcard
15. ☒ Priority is Claimed as Follows:
U.S. Application No. 10/286,767 filed November 4, 2002 which is a
Continuation of U.S. Application No. 09/349,960 filed July 9, 1999, now US
Patent No. 6,553,113
- ☐ Claim Benefit of the Following U.S. Provisional Application No(s):

- ☐ If Foreign Priority is Claimed, Certified Copy of the Above Priority Document(s) is Submitted Herewith
16. ☒ Nonpublication Request under 35 U.S.C. § 122(b)(2)(B)(i). Applicant must attach Form PTO/SB/35 or its equivalent.
17. ☐ Other: _____

MAIL STOP PATENT APPLICATION

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Page 4

18. ☐ Continuation ☐ Divisional ☒ Continuation-in-Part of
Prior Application No.: 10/286,767 filed November 4, 2002

Prior application information: Examiner Benny Q. Tieu Group Art Unit 2642

- ☐ Incorporation By Reference (useable if Box 5b is marked)
The entire disclosure of the prior application, from which a copy of the oath or declaration is supplied under Box 5b, is considered as being part of the disclosure of the accompanying continuation or divisional application and is hereby incorporated by reference. The incorporation can only be relied upon when a portion has been inadvertently omitted from the submitted application papers.

- ☐ Complete Application Based on Provisional Application No.: _____
filed _____

19. Please address all correspondence to:

☒ **CUSTOMER NUMBER** 21967

Steve T. Schreiner
Intellectual Property Department
Hunton & Williams LLP
1900 K Street, N.W.
Suite 1200
Washington, DC 20006-1109

20. ☐ A new power of attorney or authorization of agent (PTO/SB/81) is as follows:
☐ The power of attorney is to:
☐ Please remove as power of attorney:
☐ Please add as power of attorney:

MAIL STOP PATENT APPLICATION

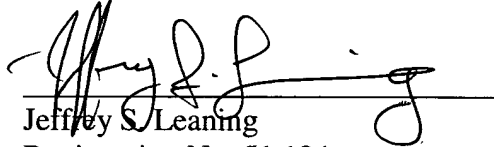
March 15, 2004

Page 5

21. ☒ A check in the amount of \$ 1,326.00 is enclosed. In the event any variance exists between the amount enclosed and the Patent Office charges, please charge or credit any such variance to **Deposit Account No. 50-0206**.
- ☐ The U.S. Patent and Trademark Office is hereby authorized to charge any variance between the amount enclosed and the Patent Office charges to **Deposit Account No. 50-0206**.

Respectfully submitted,

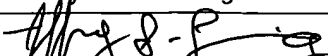
By:


Jeffrey S. Leaning
Registration No. 51,184

JTL/mia
Enclosures

031504

13281 U.S. PTO

FEE TRANSMITTAL MAIL STOP PATENT APPLICATION				<i>Complete If Known</i>																																					
				Application No.		To Be Assigned																																			
				Filing Date		March 15, 2004																																			
				First Named Inventor		Lizhi MA																																			
				Examiner Name		To Be Assigned																																			
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Total Amount Of Payment		(\$)		1,326.00																																					
METHOD OF PAYMENT (check one)				FEE CALCULATION (continued)																																					
1. <input type="checkbox"/> The Commissioner for Patents is hereby authorized to charge indicated fees and credit any over payments to Deposit Account No. 50-0206 in the name of Hunton & Williams LLP.				3. ADDITIONAL FEES																																					
				<table border="0" style="width: 100%;"> <tr> <td style="width: 60%;">Fee Description</td> <td style="width: 40%; text-align: right;">Fee Paid</td> </tr> <tr> <td><input type="checkbox"/> Surcharge - late filing fee or oath</td> <td style="text-align: right;">\$</td> </tr> <tr> <td><input type="checkbox"/> Surcharge - late provisional filing fee or cover sheet</td> <td style="text-align: right;">\$</td> </tr> <tr> <td><input type="checkbox"/> _____ Month Extension of Time</td> <td style="text-align: right;">\$</td> </tr> <tr> <td><input type="checkbox"/> Notice of Appeal</td> <td style="text-align: right;">\$</td> </tr> <tr> <td><input type="checkbox"/> Filing Brief in Support of Appeal</td> <td style="text-align: right;">\$</td> </tr> <tr> <td><input type="checkbox"/> Request for Oral Hearing</td> <td style="text-align: right;">\$</td> </tr> <tr> <td><input type="checkbox"/> Utility Issue Fee (or Reissue) (including Publication Fee, if necessary)</td> <td style="text-align: right;">\$</td> </tr> <tr> <td><input type="checkbox"/> Design Issue Fee</td> <td style="text-align: right;">\$</td> </tr> <tr> <td><input type="checkbox"/> Plant Issue Fee</td> <td style="text-align: right;">\$</td> </tr> <tr> <td><input type="checkbox"/> Petition to Commissioner</td> <td style="text-align: right;">\$</td> </tr> <tr> <td><input type="checkbox"/> Petition to Revive (Unavoidable)</td> <td style="text-align: right;">\$</td> </tr> <tr> <td><input type="checkbox"/> Petition to Revive (Unintentional)</td> <td style="text-align: right;">\$</td> </tr> <tr> <td><input type="checkbox"/> Petitions Related to Provisional Applications</td> <td style="text-align: right;">\$</td> </tr> <tr> <td><input type="checkbox"/> Submission of Information Disclosure Statement</td> <td style="text-align: right;">\$</td> </tr> <tr> <td><input type="checkbox"/> Filing Submission After Final Rejection</td> <td style="text-align: right;">\$</td> </tr> <tr> <td><input type="checkbox"/> Recording Each Patent Assignment Per Property</td> <td style="text-align: right;">\$</td> </tr> <tr> <td><input type="checkbox"/> Filing Request for Reexamination</td> <td style="text-align: right;">\$</td> </tr> <tr> <td><input type="checkbox"/> Other (specify) _____</td> <td style="text-align: right;">\$</td> </tr> </table>				Fee Description	Fee Paid	<input type="checkbox"/> Surcharge - late filing fee or oath	\$	<input type="checkbox"/> Surcharge - late provisional filing fee or cover sheet	\$	<input type="checkbox"/> _____ Month Extension of Time	\$	<input type="checkbox"/> Notice of Appeal	\$	<input type="checkbox"/> Filing Brief in Support of Appeal	\$	<input type="checkbox"/> Request for Oral Hearing	\$	<input type="checkbox"/> Utility Issue Fee (or Reissue) (including Publication Fee, if necessary)	\$	<input type="checkbox"/> Design Issue Fee	\$	<input type="checkbox"/> Plant Issue Fee	\$	<input type="checkbox"/> Petition to Commissioner	\$	<input type="checkbox"/> Petition to Revive (Unavoidable)	\$	<input type="checkbox"/> Petition to Revive (Unintentional)	\$	<input type="checkbox"/> Petitions Related to Provisional Applications	\$	<input type="checkbox"/> Submission of Information Disclosure Statement	\$	<input type="checkbox"/> Filing Submission After Final Rejection	\$	<input type="checkbox"/> Recording Each Patent Assignment Per Property	\$
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2. <input checked="" type="checkbox"/> Check Enclosed. The Commissioner for Patents is hereby authorized to charge any variance between the amount enclosed and the Patent Office charges to Deposit Account No. 50-0206 in the name of Hunton & Williams LLP, 1900 K Street, N.W., Suite 1200, Washington, D.C. 20006-1109.																																									
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1. BASIC FILING FEE <input checked="" type="checkbox"/> Large Entity <input type="checkbox"/> Small Entity																																									
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2. EXTRA CLAIMS FEES				\$556.00																																					
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SUBMITTED BY						Complete (if applicable)																																			
Typed or Printed Name		Jeffrey Scott Leaning			Registration No.		51,184																																		
Signature					Date		March 15, 2004																																		

**NONPUBLICATION REQUEST
UNDER
35 U.S.C. 122(b)(2)(B)(i)**

First Named Inventor

Lizhi MA

Title

**SYSTEM AND METHOD OF INTELLIGENT
CALL ROUTING FOR CROSS SELL OFFER
SELECTION BASED ON OPTIMIZATION
PARAMETERS OR ACCOUNT-LEVEL DATA**

Attorney Docket No.

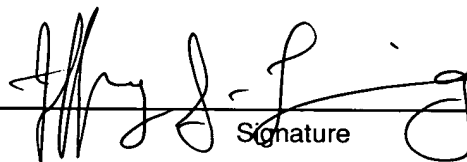
47004.000280

I hereby certify that the invention disclosed in the attached application **has not and will not** be the subject of an application filed in another country, or under a multilateral agreement, that requires publication at eighteen (18) months after filing.

I hereby request that the attached application not be published under 35 U.S.C. 122(b).

March 15, 2004

Date



Signature

Jeffrey Scott Leaning

Typed or printed name

51,184

Registration No.

This request must be signed in compliance with 37 C.F.R. 1.33(b) and submitted with the application **upon filing**.

Applicant may rescind this nonpublication request at any time. If applicant rescinds a request that an application not be published under 35 U.S.C. 122(b), the application will be scheduled for publication at eighteen (18) months from the earliest claimed filing date for which a benefit is claimed.

If applicant subsequently files an application directed to the invention disclosed in the attached application in another country, or under a multilateral international agreement, that requires publication of applications eighteen (18) months after filing, the applicant **must** notify the United States Patent and Trademark Office of such filing within forty-five (45) days after the date of the filing of such foreign or international application. **Failure to do so will result in abandonment of this application (35 U.S.C. 122(b)(2)(B)(iii)).**